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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
10/071,615	02/05/2002	Paul Stoxen	03292.101180	9857
66569 7590 11/28/2007 FITZPATRICK CELLA (AMEX) 30 ROCKEFELLER PLAZA NEW YORK, NY 10112			EXAMINER STERRETT, JONATHAN G	
			ART UNIT 3623	PAPER NUMBER
			MAIL DATE 11/28/2007	DELIVERY MODE PAPER

**Please find below and/or attached an Office communication concerning this application or proceeding.**

The time period for reply, if any, is set in the attached communication.

## Office Action Summary

Application No.

10/071,615

Applicant(s)

STOXEN ET AL.

Examiner

Jonathan G. Sterrett

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-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

### Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

### Status

- 1) ☒ Responsive to communication(s) filed on 25 October 2007.
- 2a) ☐ This action is **FINAL**. 2b) ☒ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

### Disposition of Claims

- 4) ☒ Claim(s) 1-18 is/are pending in the application.
- 4a) Of the above claim(s) \_\_\_\_\_ is/are withdrawn from consideration.
- 5) ☐ Claim(s) \_\_\_\_\_ is/are allowed.
- 6) ☒ Claim(s) 1-18 is/are rejected.
- 7) ☐ Claim(s) \_\_\_\_\_ is/are objected to.
- 8) ☐ Claim(s) \_\_\_\_\_ are subject to restriction and/or election requirement.

### Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☐ The drawing(s) filed on \_\_\_\_\_ is/are: a) ☐ accepted or b) ☐ objected to by the Examiner.  
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).  
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

### Priority under 35 U.S.C. § 119

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All b) ☐ Some \* c) ☐ None of:
- ☐ Certified copies of the priority documents have been received.
  - ☐ Certified copies of the priority documents have been received in Application No. \_\_\_\_\_.
  - ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

\* See the attached detailed Office action for a list of the certified copies not received.

### Attachment(s)

- ☒ Notice of References Cited (PTO-892)
- ☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)
- ☐ Information Disclosure Statement(s) (PTO/SB/08)  
Paper No(s)/Mail Date \_\_\_\_\_
- ☐ Interview Summary (PTO-413)  
Paper No(s)/Mail Date. \_\_\_\_\_
- ☐ Notice of Informal Patent Application
- ☐ Other: \_\_\_\_\_

### DETAILED ACTION

1. A request for continued examination under 37 CFR 1.114, including the fee set forth in 37 CFR 1.17(e), was filed in this application after final rejection. Since this application is eligible for continued examination under 37 CFR 1.114, and the fee set forth in 37 CFR 1.17(e) has been timely paid, the finality of the previous Office action has been withdrawn pursuant to 37 CFR 1.114. Applicant's submission filed on 10-25-07 has been entered.
2. This application currently names joint inventors. In considering patentability of the claims under 35 U.S.C. 103(a), the examiner presumes that the subject matter of the various claims was commonly owned at the time any inventions covered therein were made absent any evidence to the contrary. Applicant is advised of the obligation under 37 CFR 1.56 to point out the inventor and invention dates of each claim that was not commonly owned at the time a later invention was made in order for the examiner to consider the applicability of 35 U.S.C. 103(c) and potential 35 U.S.C. 102(e), (f) or (g) prior art under 35 U.S.C. 103(a).
3. This **Non-Final Office Action** is responsive to the amendment of 10-25-07. **Claims 1-18** are pending in the application. **Claims 19-38** are cancelled.

### *Response to Argument*

4. The 35 USC 112 2<sup>nd</sup> rejections are withdrawn.

5. The applicant's arguments have been fully considered but are not persuasive.

4. The applicant argues on pages 8-10 with respect to Claim 1 that McDonough and Cunningham fail to teach the limitations of Claim 1 with regard to the customer invoking various worker utilities to facilitate client requests.

The examiner respectfully disagrees.

McDonough teaches that various customer requests that come into the call center require various applications and application of computer technology to handle. McDonough's system uses a computer than invokes various objects (i.e. as in object-oriented computing) to satisfy customer requests and to provide information that is relevant to customer needs. McDonough suggests that the customer requests may come in from the internet (e.g. through a kiosk or through email). While McDonough does not teach invoking worker utilities in the sense that worker utilities are the various computer services invoked by a customer to serve client needs, where the client needs are the fulfillment of credit card offers and/or transaction information as shown in Figure 3 of the instant application (the claims use customer in the sense that the call center of McDonough is a customer of external services, such that as taught by Cunningham, to fulfill customer needs).

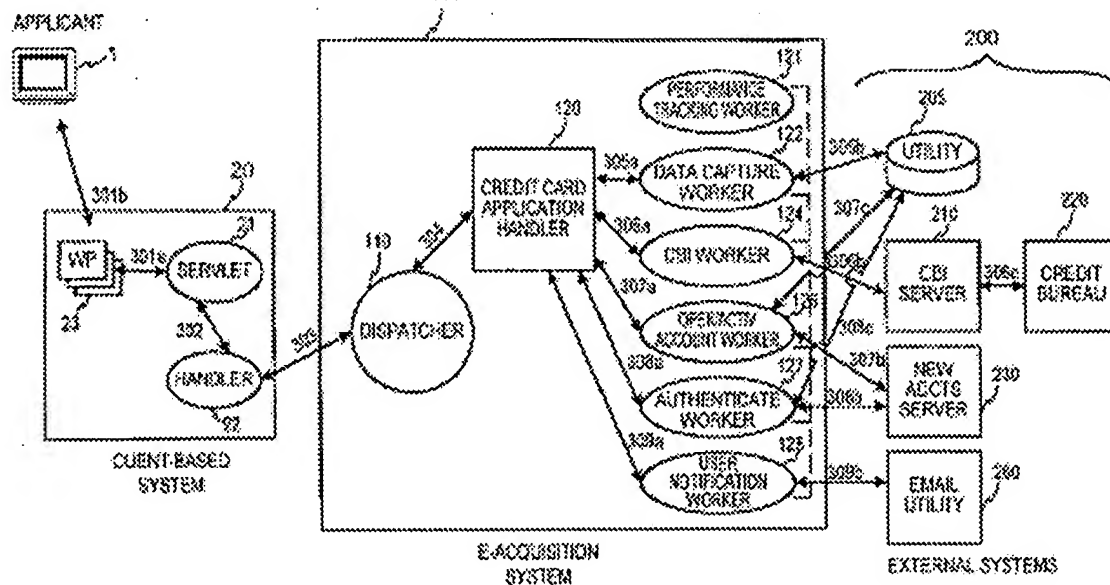


Fig. 3

Cunningham does suggest a computer system interaction with external sources to fulfill client event requests, as shown in Figure 2.

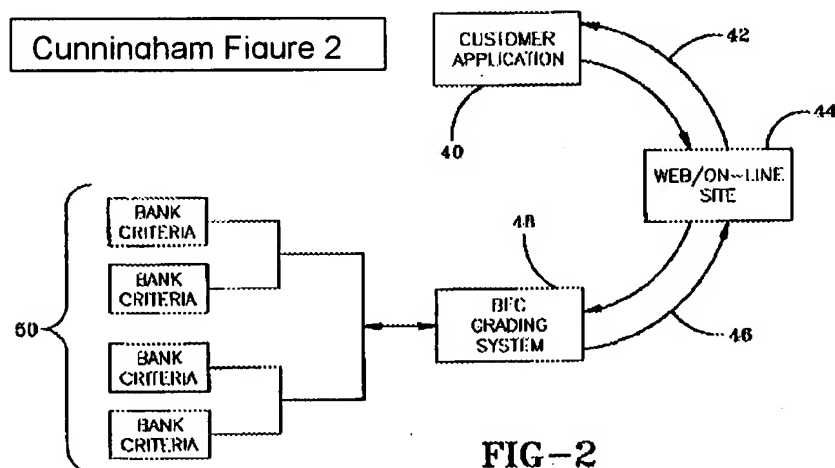


FIG-2

In Column line 30-33 of Cunningham, the information for processing of event requests comes from "financial institutions and credit burueas". The examiner notes that Figure 3 #220 of the applicant's specification shows information for "event requests" is sourced from a "credit bureau".

***Claim Rejections - 35 USC § 103***

7. The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negated by the manner in which the invention was made.

8. **Claims 1-18** are rejected under 35 U.S.C. 103(a) as being unpatentable over McDonough US 6,070,142 (hereinafter **McDonough**) in view of Cunningham US 6,014,645 (hereinafter **Cunningham**).

Regarding **Claim 1**, McDonough teaches:

**a computerized client interface system configured to accept one or more event requests from at least one or more customer; and**

Figure 3 #320, VRU's are a client interface configure to accept request data from cuustomers calling in (i.e. client's) – (McDonough also teaches a web, i.e. internet and thus client / server interface – see Figure 4).

**a computerized account processing system comprising:**

**a plurality of handler systems, wherein said computerized account processing system communicates with said client interface system and is configured to facilitate fulfillment or said one or more event requests,**

column 3 line 5-10, a call center provides a processing system to communicate with calls that are coming in (i.e. contacts, since McDonough teaches that contacts can come in from a variety of different sources – see Figure 1 “Access Method) – these contacts are handled by a client interface system that is configured to facilitate product and service fulfillment, since McDonough teaches in column 4 line 20-24 that a variety of service options (including where the customer is offered a product to buy – see column 4 line 50).

**Wherein said computerized account processing system selects one of said plurality of handler systems to process said one or more event requests,**

column 12 line 17-21, selecting a specific employee to handle a call and transferring that call to that employee’s desktop is selecting a handler system to process the event request from the client (i.e. the customer).

**and transmits said one or more event requests to the selected handler system,**

column 12 line 55-60, the customer contact is transmitted to the selected product or service-specific handler system (i.e. the desktop associated with the specific employee who is going to be handling the call).

**wherein said plurality of handler systems are configured to perform business logic related to said one or more event requests from said one or more clients, in response to receiving the one or more event requests,**

column 10 line 10-15, the creation of CORBA objects during a session with a particular employee’s desktop who is handling a call (i.e. the handler system) are



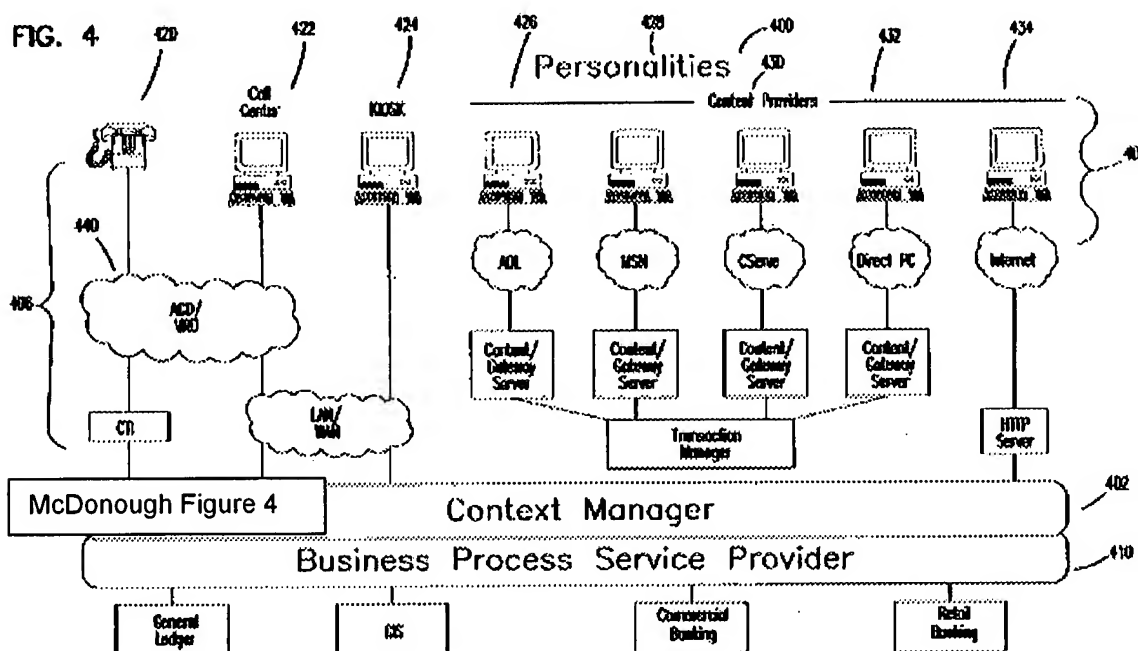
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business logic that is performed in response to the employee receiving the contact and providing product sales and service to the customer.

**said computerized account processing system further comprising:**

**at least one worker utility invoked by said selected handler system to perform tasks associated with fulfilling said one or more event requests;**

Column 11 line 1-5, the call center employee using their desktop (i.e. the handler system) can invoke a change address operation on the customer object (i.e. perform a task associated with the event request) – this is performing a service fulfillment for the client.



McDonough's system is a service request fulfillment system for interaction with customers, while much of McDonough's system is VRU based, McDonough does teach that the internet is a way for customer's to interact with the system. While McDonough

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does not teach the VRU functionality being available to the internet to service customers, Official Notice is taken that it is old and well known in the art to provide the even request processing using the internet.

It would have been obvious to one of ordinary skill in the art at the time of the invention to modify the teachings of McDonough, regarding providing event request processing using business logic through a VRU system, to provide the event request processing using the internet, because it would provide a predictable and known way to service customers using the internet.

McDonough does not teach, but Cunningham teaches:

**a computerized customer interface system providing services to a plurality of customers of the computerized account processing system,**

column 3 line 5-10, the web interface provides services to a plurality of customers who are interested in possible credit card offers.

**wherein the plurality of customers employ the computerized account processing system to facilitate event request fulfillment for the one or more clients and the plurality of customers are different from the one or more clients,**

column 3 line 35-40, customers can use the credit bureau and financial information (i.e. the clients) to process credit card offers (i.e. event request fulfillment).

**wherein, through the computerized customer interface system, at least one of the plurality of customers adds one or more new worker utilities to the**

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**computerized account processing system and the one or more new worker utilities conform to a set of standards required by the computerized account processing system,**

column 3 line 30-35, the employment of card service servers are worker utilities added based on the selection of various possible credit card offers (see line 38-40). Since the credit card servers are communicating with the web server, the card servers are communicated according to a set of standards for web communication.

**wherein the one or more new worker utilities are utilized to facilitate event request fulfillment for the one or more client requests on behalf of the at least one of the plurality of customers, and**

column 3 line 33-35, the credit card servers (i.e. worker utilities) are utilized to process transactions (i.e. facilitate event request fulfillment) on behalf of the users (i.e. the customers).

**wherein at least one other customer of the plurality of customers also utilizes the one or more new worker utilities to facilitate event request fulfillment.**

Column 3 line 43-45, other customers can utilize the system to facilitate their

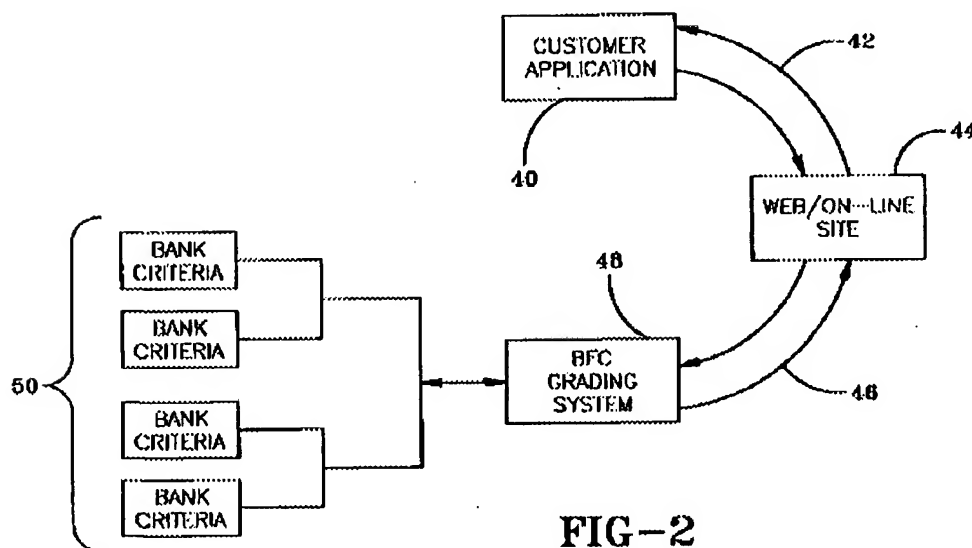


FIG-2

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obtaining of credit cards.

Cunningham Figure 2 is a web-based system for providing customers with the flexibility to select which event request fulfillment (i.e. credit card offer) is best suited for their needs. Cunningham teaches using the web using a client interface provides a way to access the necessary financial institution and credit rating information to automatically and easily provide a credit card for customers.

McDonough teaches that customers can interact with a computerized system to access their account information (i.e. including transaction information). Although McDonough teaches a call center environment, McDonough does teach using computer and web automation so that customers can obtain the information they need and make the best choices regarding the selection of various services (see column 2 line 35-39). McDonough teaches that providing an expanded, comprehensive source of information to customers improves the efficiency of providing customer service and improves customer satisfaction because customers can easily and quickly find the information they need (see column 3 5-10, 35-45). McDonough teaches the connection of various computer sources to serve the customer (see column 3 line 16-20, some customers are coming into the call center from non-traditional venues, including the internet).

It would have been obvious to one of ordinary skill in the art at the time of the invention to modify the teachings of McDonough to include the teachings of

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Cunningham, regarding the use of a client system to service customers, because it would improve customer service by automating the accessing of worker utilities to process event requests so that customers can quickly and easily make the best choice for their needs.

Regarding **Claim 2**, McDonough teaches providing servers to provide access to customers over the web (see column 6 line 59-61). The use of servers to provide service to the customer also include for fax, email and video. McDonough does not teach the use of a server to run the application software for account processing.

The use of servers to run applications is old and well known in the art. Servers are known to provide a standardized and reliable platform for which to run applications.

It would have been obvious to one of ordinary skill in the art at the time of the invention to modify the teachings of McDonough, regarding using a computer system to provide customer service, to include the step of running the system using a server, because it provide a reliable way to provide customer service over the internet.

Regarding **Claims 3 and 4**, McDonough teaches employees using computers and using servers as the hardware platform for providing service to customers.

McDonough does not teach where:

said application server is a J2EE-compliant Java Application Server, as per Claim 3; and wherein said handler is a software module deployed as a Java Object, as per Claim 4.

However, using Java as a programming language (i.e. to create Java Objects), as per Claim 4; and using a J2EE-compliant Java Application Server, as per Claim 3, are known standards in the art of computing that provide the benefit of reliability in utilizing the Java (and associated J2EE hardware standard).

It would have been obvious to one of ordinary skill in the art at the time of the invention to modify the teachings of McDonough, regarding using servers to provide customer service, to include the steps using Java as a programming language (i.e. to create Java Objects), as per Claim 4; and using a J2EE-compliant Java Application Server, as per Claim 3, because it would provide a reliable hardware and software application for providing customer service.

Regarding **Claim 5**, McDonough teaches:

**a dispatcher configured to determine which one of said handler systems will process said event request from said client, and to transmit said event request data to the determined handler system.**

Figure 3 #360, the routing engine directs customer requests for service (i.e. event requests) to the appropriate handler system (i.e. the call center employee's desktop). See also column 7 line 33-35.

Regarding **Claim 6**, McDonough teaches:

**An interface, wherein at least one worker is configured to perform a specific task by communicating with said interface.**

Column 8 line 25-30, calls routed to a worker use a workstation interface to handle the calls (i.e. perform a specific task by handling the call, since the call is routed to the worker based on the kind of call it is).

Regarding **Claim 7**, McDonough teaches providing a loan to a customer (column 12 line 45-50 but does not teach the worker interfacing with any one of the following to do so:

**credit bureaus, databases, new card services, card authorization services, general accounts system, and new card services.**

However, it is old and well known in the art to interface with a credit bureau for processing a loan for a customer to determine if the customer is creditworthy.

It would have been obvious to one of ordinary skill in the art at the time of the invention to modify the teachings of McDonough, regarding a worker providing customer service to upsell a new loan to a customer, to have the worker interface with a credit bureau as part of the upsell task, because it would ensure the customer is creditworthy for the new loan.

Regarding **Claim 8**, McDonough teaches:

**wherein said selected handler is configured to facilitate a new account application process.**

Column 12 line 45-50, routing calls to CSR's based on upsell opportunities for a new loan, facilitate a new account application process for that loan.

Regarding **Claim 9**, McDonough teaches:

**wherein said selected handler is configured to execute fulfillment logic to deliver said products or services.**

Column 7 line 35-40, the routing rules (i.e. fulfillment logic) route a call based on the customers implied or expressed need (i.e. need for products or services).

Regarding **Claim 10**, McDonough teaches:

**wherein said selected handler is configured to facilitate an authentication of a user.**

Column 10 line 64-68, customers calling in identify themselves to the VRU. – see also column 7 line 35-40, the DNIS and ANI information along with customer profile information is used to authenticate the customer. –see also column 8 line 30, the customer's identify has been established due to an authentication.



Regarding **Claim 11**, McDonough teaches determining a customer's identity, as discussed above. McDonough also teaches that customers can request services and products over the internet. McDonough does not teach:

**wherein said selected handler is configured to facilitate a sign-on process for online users.**

It is old and well known in the art to require user's to sign-on (i.e. a sign on process) using a user ID and password to authenticate their identity. Using a password and ID in combination is known to provide a secure way to authenticate a customer (i.e. facilitate a sign-on process).

It would have been obvious to one of ordinary skill in the art at the time of the invention to modify the teachings of McDonough, regarding facilitating a sign-on process using a password/ID combination, because it would authenticate the customer attempting to logon to their account over the internet.

Regarding **Claim 12**, McDonough teaches:

**said selected handler is configured with communication protocols for communicating with the workers.**

Column 9 line 55-60, CORBA is used for messaging in handling calls (i.e. a communication protocol for communicating with the workers to handoff calls and requests).

Regarding **Claim 13**, McDonough teaches:

**wherein said at least one worker utility performs a discrete unit of work to perform a specific task.**

Column 11 line 65-column 12 line 4, requests are routed to workers based on the resource requirements for that particular request (i.e. the discrete unit of work to perform the specific task associated with a customer. The system uses a discrete unit of work to handle a task associated with a request because the system is balancing requests with resources – see column 12 line 65- column 13 line 3). As noted above, a worker utility updating a customer's address is a discrete unit of work, i.e. updating text fields noting a customer's new address.

Regarding **Claim 14**, McDonough teaches:

**wherein said event request comprises an event selected from a group of events consisting of:** online banking account set-up, credit bureau access, epay account set-up, brokerage account set-up, membership banking set-up, user authentication, **electronic payment**, savings account set-up, checking account setup, and rewards program setup.

Column 12 line 45-50, the customer is contacting to pay off a loan (i.e. an electronic payment). The customer who has a checking account may be sold other services.

Column 9 line 48-50, customers request a loan payment (i.e. an electronic payment).

Regarding **Claim 15**, McDonough teaches:

At least one worker utility comprises one or more of the following worker utilities:

**an email worker;**

Figure 3 #358 "email server" is an email worker.

**a CBI worker;**

**an application specific worker;**

**a profile worker; and**

column 6 line 1-10, updating a customer's address invoking a utility is a profile worker, i.e. the customer's profile.

**a data capture worker.**

Regarding **Claim 16**, McDonough teaches routing service requests to handle customers who may be interested in a new loan, as discussed above. McDonough does not teach where the worker handling the customer request is a CBI (i.e. Credit Bureau Interface):

However, it is old and well known in the art to interface with a CBI to determine if a customer is creditworthy when the customer is applying to borrow money (i.e. a loan).

It would have been obvious to one of ordinary skill in the art at the time of the invention to modify the teachings of McDonough about providing an upsell opportunity

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to a customer for a new loan, to include the step of the worker interfacing with a CBI, because it would provide for a determination of the customer's creditworthiness for the new loan.

Regarding **Claim 18**, McDonough teaches:

**further comprising a web server user interface configured to interact with said client interface system.**

Figure 3 #354, customers may place a service request through a web server.

Regarding **Claim 19**, McDonough teaches the limitations above except for:

**at least two product or service-specific handlers, at least one of said at least two product or service-specific handlers being a test handler configured to test for component availability and report the status of the component availability to at least one of said multiple clients;**

Column 11 line 60-61, Testing and reporting status to a multiple clients – the examiner notes that the terms "for component availability" is intended use of the limitation "test handler".

**at least two workers configured to process one or more tasks to facilitate said product or service request;**

Figure 3 #390, the quality performance center (i.e. a performance tracking worker) tracks the performance of one or more tasks (see also column 11 line 25-30). The tracking of the performance of the call center facilitates the event requests in that it

helps management make improvements so that customer contact performance is improved –see column 11 line 32.

Figure 3 #350 & #354, the fax and web servers are workers that are configured to handle requests (e.g. fax documents) to facilitate calls (i.e. facilitate event requests).

**Tracking the performance of one or more tasks,**

Figure 3 #390, the quality performance center (i.e. a performance tracking worker) tracks the performance of one or more tasks (see also column 11 line 25-30).

**Wherein said at least two product or service specific handlers are configured to process said product or service requests received from multiple clients by invoking at least one of said at least two workers to perform tasks associated with said product or service event requests;**

Column 11 line 1-10, call center employees (i.e. product or service specific handlers) process requests by invoking workers (i.e. objects) to perform various tasks associated with handling those requests. In this example it is updating a customer's address.

McDonough teaches using workers (i.e software objects providing utilities) and tracking performing, but does not teach where the objects that perform the utilities also track the performance of tasks as per:

**wherein at least one of said workers is a performance tracking worker configured to track the performance of one or more tasks**

However, official notice is taken that it is old and well known in the art of object computing to use objects to track system performance. This provides an easy to use way to track the performance of other objects that are performing work by using another object that measures.

It would have been obvious to one of ordinary skill in the art at the time of the invention to modify the teachings of McDonough regarding using objects to perform tasks, to include the step of using an object to perform performance tracking because it would provide an easy to use and implement way to track system performance.

Regarding **Claim 17**, McDonough teaches upselling customers on new products they may be interested in, including new loans. McDonough teaches using software objects (i.e. worker utilities) as discussed above, but McDonough does not teach:

**said CBI worker utility is configured with suitable protocols for communicating with a CBI server; wherein said CBI server interfaces with at least one credit bureau.**

Cunningham teaches:

**said CBI worker is configured with suitable protocols for communicating with a CBI server;**

column 3 line 28-33, the user applies for credit at a website, where the server hosting the website communicates with a card service server (i.e. a CBI server)

**wherein said CBI server interfaces with at least one credit bureau.**

Column 3 line 28-33, the card service server interfaces with the servers of other credit bureaus (i.e. at the Credit Bureau Interface) to determine the user's creditworthiness.

McDonough teaches that users may request service from an internet portal.

Cunningham's invention provides for matching credit cards with users who apply over the internet by providing for a credit bureau interface. Cunningham's invention, since it operates over the internet, provides for significant savings over other methods of a user securing a credit card, since it is able to access a number of financial institutions for a given user (column 1 line 25-30). Cunningham's invention also increases customer satisfaction by providing them with a number of credit card offers to choose from (column 2 line 3-5, the examiner interprets customers being able to learn of and reviewing their options as increasing their customer satisfaction, since it is improving their selection process).

McDonough and Cunningham both address utilizing computer networks to provide customer service through a computerized system running on those networks, thus both McDonough and Cunningham are analogous art.

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It would have been obvious to one of ordinary skill in the art at the time of the invention to modify the teachings of McDonough, regarding offering an upsell loan to a customer, to include the automated credit bureau interface of Cunningham, because it would automate the locating of various credit card offers for a customer and thus improve their customer satisfaction at being able to better select a credit card.

### ***Conclusion***

10. The prior art made of record and not relied upon is considered pertinent to applicant's disclosure.

Cultivating customer loyalty, Communications News , v 36 , n 6 , p 56

June , 1999, Dialog 07044866 Supplier Number: 57769200

CardSystems and Maverick International Processing Services Merge to Form Next-Generation Application Service Provider. Business Wire , p 0047, Oct 5 , 1999, Dialog 06693480 Supplier Number: 55993027

FIRST DATA, NETSCAPE JOINTLY DELIVER "FIRST REAL-TIME ON-LINE CREDIT CARD AUTHORISATION SYSTEM" Computergram International , n 2890 , p N/A, April 11 , 1996, Dialog 04296220 Supplier Number: 46296433



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Internet Initiatives Loom Large For Serious Card Marketers ,Card Marketing , v 3,  
n 11 , p 1+, December 1999, Dialog 02033896 Supplier Number: 25515328

American Express Enhances Membership B@nking With Free Quicken  
TurboTax Deluxe, 5.65% APY Money Market Rates, No-Fee Interest Checking  
PR Newswire. New York: Feb 1, 2000. pg. 1

AmEx beefs up online investment services, Funds International. London: Nov 25,  
1999. pg. 4

American Express Launches Online Brokerage, PR Newswire. New York: Nov 8,  
1999. pg. 1


The search for the 'killer app', Hal Lux. Institutional Investor. New York: Apr 1997.  
Vol. 31, Iss. 4; pg. 91.

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11. Any inquiry concerning this communication or earlier communications from the examiner should be directed to Jonathan G. Sterrett whose telephone number is 571-272-6881. The examiner can normally be reached on 8-6.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Tariq Hafiz can be reached on 571-272-6729. The fax phone number for the organization where this application or proceeding is assigned is 703-872-9306. Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free).

JGS 11212007

  
JONATHAN G. STERRETT  
EXAMINER  
AU 3623